Safeguarding – National Context

Organisations including Local Authorities, adult/child protection teams, voluntary agencies, employers and service providers have a duty to safeguard and protect the welfare of children and adults.

This includes reporting on the dismissal or resignation of any employees because they have harmed or may harm a child or vulnerable adult. A vulnerable adult refers to anyone aged 18 and over who:
"is or may be in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to take care of him or herself, or unable to protect themselves against significant harm or serious exploitation".

(Who Decides Lord Chancellors dept 1997)
• This refers to all children or adults regardless of gender, ethnicity, disability, sexuality or religion. It is the duty of all employed by the organisation to follow it. It is the responsibility of all organisations to continually review and monitor their safeguarding policy and procedures, gaining further advice and information wherever possible.

• All workers should be aware of your policy and procedures in order to understand their individual responsibilities and help promote best practice
What is abuse

• Abuse can include one or more of the following:

  • Neglect
  • Neglect is failure to provide suitable care or attention to the point where someone’s health is affected.

  • Physical Abuse
  • Physical abuse includes hitting, pinching, deliberately giving too much medication or physically restraining someone in an inappropriate way.

  • Financial Abuse
  • Financial abuse includes taking another person's money or possessions.

  • Sexual Abuse
  • Sexual abuse includes any sexual act to which the a child or adult has not consented and may not understand.
• **Psychological Abuse**
  Psychological abuse can happen where someone is isolated, verbally abused or threatened.

• **Discrimination**
  Discriminating abuse includes any type of abuse aimed at an adult because of their race, religion, appearance or sexuality.

• **Institutional Abuse**
  This is abuse occurring in an establishment that may range from poor practice to ill treatment and gross misconduct.
• Reporting Alleged or Suspected Abuse

• Anyone who becomes concerned that alleged abuse is occurring is defined as an alerter. This will include all staff and volunteers, across all agencies, as well as service providers who come into contact with adults.

• As an alerter you are not being asked to verify or prove that information is true. You are being asked to log your concerns and report them to the appropriate authorities. The Police have responsibility for establishing that a criminal offence has occurred.
• Concerns, allegations or disclosures of abuse must be reported through formal Lincolnshire County Council and Supporting People channels, no matter who the alleged perpetrator is.
  → Every organisation will have its own procedure on discrimination, harassment and bullying
  → Every organisation will have its own complaints procedure
  → Some abuse will be a crime and the police will have to investigate
  → Some organisations will be subject to registration and inspection, e.g. care homes providing nursing or personal care services
  → The abused person may need support, alternative care arrangements or possibly legal representation
  → All cases of alleged abuse involving Supporting People funded services users must be reported to the Lincolnshire Safeguarding team via the Lincolnshire County Council Customer Services Unit (CSU). The alerter must inform the CSU that the alleged victim is an SP service user
  → It may be the Line Mangers responsibility to report the alleged abuse. If the procedures are not followed this must be recorded, together with the reason, and the manager or senior manager must validate it.
Supporting People INCIDENT REPORTING FLOW CHART

- INCIDENT OCCURS
- PROVIDER MAKES A REFERRAL TO THE SAFEGUARDING TEAM

- PROVIDER ALERTS THE SUPPORTING PEOPLE TEAM BY COMPLETING A SERIOUS INCIDENT REPORT WITHIN 24 HOURS OF CONTACT WITH THE SAFEGUARDING TEAM

- SUPPORTING PEOPLE RECORD DETAILS ON DATABASE (IN G:DRIVE) AND FILE PAPER COPY OF REPORT WITHIN THE SAFEGUARDING FILE (ALPHABETICAL ORDER)

- SUPPORTING PEOPLE CONTACT THE SAFEGUARDING TEAM WITHIN 2 WORKING DAYS TO CLARIFY DECISION MAKING AND FURTHER ACTION AGREED FOLLOWING STRATEGY DISCUSSION WITH ALL RELEVANT PARTIES

-
• IF INVESTIGATION IS ONGOING, THE SUPPORTING PEOPLE WILL MAKE REGULAR CONTACT WITH THE SAFEGUARDING TEAM TO ASCERTAIN PROGRESS. ALL PROGRESS TO BE REPORTED ON INDIVIDUAL “SAFEGUARDING TRACKER”. REGULAR CONTACT = AT LEAST EVERY 5 WORKING DAYS

• THE SUPPORTING PEOPLE TEAM WILL NEGOTIATE ATTENDANCE WHERE APPROPRIATE AT MULTI AGENCY CASE CONFERENCE. THE SAFEGUARDING TEAM WILL INVITE SUPPORTING PEOPLE TO BE INVOLVED, THEREFORE NAMED OFFICER TO ATTEND WHEN REQUIRED

• ONCE CASE IS CLOSED, THIS TO BE RECORDED ON BOTH THE DATABASE AND THE SAFEGUARDING TRACKER

• SUPPORTING PEOPLE TO RECORD ALL CONTACT WITH PROVIDER AND SAFEGUARDING TEAM ON THE INDIVIDUAL “SAFEGUARDING TRACKER” WITHIN

• THE SAFEGUARDING FILE. THIS WILL BE KEPT IN A SECURE AND CONFIDENTIAL LOCATION FOR 12 MONTHS BEFORE BEING DESTROYED.
Section 11

- Section 11 compliance is a mandatory requirement organisations involved with children and young people. This includes providers whose facilities are used by children and young people when visiting users of the service.

- Improving the way key people and bodies safeguard and promote the welfare of children is crucial to improving outcomes for children.

- Section 11 of the Children Act places a duty on key persons and bodies to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children.
Contractual Obligations

• The Service Provider shall make the necessary arrangements to ensure compliance with Section 11 of the Children Act 2004 the duty to safeguard and promote the welfare of children in the delivery of all aspects of the Service.
• To fulfil the commitment to safeguard and promote the welfare of children, the Service Provider shall have:
  • Clear priorities for safeguarding and promoting the welfare of children explicitly stated in strategic policy documents;
  • A clear commitment by senior management to the importance of safeguarding and promoting children’s welfare;
  • A clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children;
  • Recruitment and human resources procedures that take account of the need to safeguard and promote the welfare of children;
• Procedures for dealing with allegations of abuse against members of staff and volunteers;
• Arrangements to ensure all Staff undertake appropriate training and refresher training to enable them to carry out their responsibilities effectively;
• Policies for safeguarding and promoting the welfare of children and procedures that are in accordance with guidance and locally agreed inter-agency procedures;
• Arrangements to work effectively with other organisations to safeguard and promote the welfare of children including sharing of information;
• A culture of listening to and engaging in dialogue with children;
• Appropriate whistle-blowing procedures

• Within Lincolnshire Section 11 and safeguarding standard compliance is monitored using both Strategic and individual Case File Assessments. Compliance monitoring is undertaken in conjunction with an LSCB moderator who may both assesses and assist the organisation in improving their performance. Relevant organisations are strongly encouraged to undertake their own assessment to check compliance, even if they have not yet been scheduled to do so by LSCB.
Protection of Vulnerable Adults
Contractual Obligations

The Provider shall immediately notify the Purchaser by fax or telephone of any serious incident concerning any Service User. Where notification is made by telephone, confirmation in writing shall be made within 5 days from the date of the serious incident being reported.
A serious incident is defined as:
Deaths, excluding deaths by natural causes;
An occurrence where a Service User, member of staff or a member of the public is attacked, has sustained injuries, or has sustained harm in other ways (e.g. through drug overdose or self-harm), either on the Providers premises or during the delivery of this service;
Fire or flood or any other incident which renders any part of the building uninhabitable;
Any incident occurring under the Protection of Vulnerable Adults (POVA).
• **Safeguarding Vulnerable Adults – Contractual Obligations**

The Service Provider shall make the necessary arrangements to ensure compliance with all Legislation including but not limited to the Safeguarding Vulnerable Groups Act 2006, the Care Standards Act 2000 and The Mental Health Act 1983 relevant to the duty to safeguard and promote the welfare of vulnerable adults in the delivery of all aspects of the Service.

The Supporting People Team undertake monthly, quarterly and annual contract management meeting during which compliance is monitored.

The Quality Assessment Framework is used to assess the implementation and review of policies and procedures.
• MAPPA and MARAC

• Lincolnshire County Council Supporting People Team is a Core Member of the Multi Agency Public Protection meetings including membership at Level 2&3 and the Senior Management Board

• The SP team is represented at Multi Agency Risk Assessment Conference’s across Lincolnshire

• Attendance has recently been invited to become a Core Member of the Prolific Priority and other Offender Senior Management Board